

Abstract

A method and apparatus are provided for compiling performance reports in a contact center serving a plurality of clients through the Internet using a plurality of agents. The method includes the steps of opening a transaction file for saving information about Internet exchanges between an agent of the plurality of agents and a client of the plurality of clients and measuring indicia of activity for the Internet exchanges between the agent and client. The method further includes the steps of adding the measured indicia of activity to the transaction file and compiling a report based upon the transaction file.